ATTACHMENT 12 – E-GOV TRAVEL SERVICE STANDARDS FOR ACCOMMODATING EXTERNAL TRAVEL AGENT SERVICES

CW Government Travel|Sato Travel

CW Government Travel's 3ʳᵈ Party TMC Integration Strategy:
CWGT has been supporting 3ʳᵈ party TMC organizations as sub-contractors for more than 16 years. Current services include the processing and handling of online bookings as well as data exchange services for client reporting.

CWGT fully recognizes that there are many business reasons why a government Agency may desire to issue a Task Order to CWGT for *E-Gov Travel Service*s while choosing to select or retain a different organization to provide TMC fulfillment services. As a result, CWGT has developed a strong integration package to accommodate the needs of those customers who desire to select or retain a TMC other than CWGT.

CWGT's *ETS* Partnership Package is a sub-contractor kit that contains the following:

- Sub-contractor Agreement

- TMC questionnaire that each 3ʳᵈ party TMC must prepare prior to processing *ETS* transactions

- A copy of the file formats for data transmission to meet the reporting requirements in Appendix 7 of the Master Contract

- A list of security provisions required to support the overall security of the *ETS* solution

- Non-disclosure Agreement

The *e*2 Solution package provides for maximum flexibility in agency backroom systems, PNR formats and PNR processing. In addition, we offer profile synchronization services to TMCs, if desired.

Third party TMC Integration Requirements:
Third party TMC's providing fulfillment and traditional travel services for Federal Agencies using *e*2 as their *ETS* solution provider should be prepared to perform a number of activities prior to implementation and during the life of the contract. The following list is not all-inclusive but should give a TMC an idea of what type of physical and logistical support will be required to support an *ETS* implementation:

- Participate in weekly implementation planning meetings beginning no later than 2 weeks after award of the *ETS* Task Order. Implementation meetings will continue on a weekly basis until 2 weeks after implementation at a minimum. At the discretion of the *e*2 technical team, meetings may be on a face-to-face basis or via teleconference. Any travel expenses incurred by the third party TMC will be at their own expense.

- Participate in a one-day training class on how to process *e*2 transactions, either at the customer site or at the *e*2 Training facility in San Antonio, Texas.

- Provide the *e*2 technical team with a point of contact for technical assistance in the area of PNR configurations, profile configurations, etc

- Provide a telephone number for transfer of calls from the *e*2 Help Desk to the TMC during normal business hours

- Provide a telephone number for transfer of calls from the *e*2 Help Desk to the TMC after normal business hours (24 hour emergency Help Line)

- Fill out the TMC technical questionnaire which defines PNR formats and profile formats at least 30 days prior to implementation of *e*2

- If profile synchronization is requested, the TMC must fill out the Profile Synchronization form at least 30 days prior to implementation of *e*2

- Provide the *e*2 technical team with 5 copies of sample PNR's

- Provide the *e*2 technical team with 5 copies of sample profiles

- Provide the *e*2 technical team with 1 copy of the first level profile to be used for all PNR's for the Federal Agency

- Participate in testing of PNR formats and Profile formats as requested

- Open branch access to the online booking engine pseudo city code (branch access only, not AAA)

- Open branch access to the *e*2 pseudo city code (branch access only, not AAA)

- Provide the *e*2 technical team with a list of pseudo cities which are authorized viewership of all online booking generated PNR's

- Provide the *e*2 technical team with a written list of any discount numbers or ID codes for hotel and / or car rentals at least 2 weeks prior to implementation and on a timely basis thereafter if new ones are acquired

- Agree to provide transaction files to *e*2 on a weekly basis, no later than close of business on Tuesday of each week. *e*2 will provide the file formats at the first implementation meeting. Test files are required prior to implementation for certification of data accuracy and completeness. Transaction files will be used only to provide those reports required by the *ETS* contract.

- Agree to process transactions requiring agent intervention in a timely manner, to be dictated by the Federal Agency contracting for services.

ETS Vendor	For more information:
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Hewlett Packard Enterprise Services

Purpose

The purpose of this document is to provide the implementation steps and Travel Management Center (TMC) data elements necessary to allow accommodation between FedTraveler.com and an external TMC. This guide is a component of the FedTraveler.com Implementation Plan and will be utilized during the implementation and deployment of FedTraveler.com when Hewlett Packard is required to accommodate an external TMC.

Legend

Name of TMC: Name of the Travel Agency providing FedTraveler.com fulfillment.

Name of Organization: Name of the organization represented such as a Services Network, Office, Area Office.

Name of the GDS: Name of the reservation system being used.

Pseudo Code: The Pseudo Code represents the TMC that will be providing fulfillment. This name identifies the TMC in the GDS.

1) Name of TMC: (e.g. SatoTravel)	
2) Name of Organization: (e.g. FAA)	
3) GDS: (e.g. SABRE)	
4) Pseudo Code:	
5) TMC Primary Contact:	Title:
Telephone Number:	Fax Number:
Email Address:	

6) TMC Primary Contact:	Title:
Telephone Number:	Fax Number:
Email Address:	
7) TMC Reporting Contact:	Title:
Telephone Number:	Fax Number:
Email Address:	

Primary Point of Contact Information: The individual responsible for ensuring that all administrative activities within the TMC are performed. This person will work at the "project-worker" level and may need to be committed near full-time depending upon the level of travel activity being supported

Alternate Point of Contact Information: This individual will fill in for the Primary Point of Contact when he or she is not available.

Reporting Contact: Any reports that pertain to the TMC contract will be sent to this individual. Requests to change reports will only be accepted from this individual.

External TMC Fact Sheet

Implementation Steps
Step 1 - Provide Branch Access

The external TMC must provide Branch Access to the FedTraveler.com booking engine. Branch access allows FedTraveler.com to operate within the domain of the servicing TMC travel agents' and provides access to profiles, reservations, and ticketed reservations. This will also grant read, write, and delete access in the office that is servicing the customer.

Step 2 - Provide Pseudo City Code

The Pseudo City Code is an identifier assigned to a TMC by the GDS which identifies the domain of the TMC, their business rules, and negotiated terms with the GDS. The external TMC must provide their Pseudo City Code to the FedTraveler.com booking engine since reservations will be created in the Pseudo City Code of the external TMC.

Step 3 - Establish Queues In GDS

The external TMC must establish three queues defined by EDS within the GDS in the Pseudo City Code

provided to FedTraveler.com for processing information between the FedTraveler.com booking engine and the external TMC
1. A general queue for reservations waiting approval
2. A ticketing queue for approved travel
3. An acquisition queues that FedTraveler.com will use to update their database with any offline changes made by the external TMC
4. A cancellation queue that will contain all canceled reservations
5. An immediate action queue that will contain reservations with changes to passive segments, instant purchase, special request, and travel within 24 hours.

Step 4 – EDS will provide the FedTraveler.com TMC Operations that provides the requirements for setting up the TMC's pseudo city for integration with FedTraveler.com.

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Northrop Grumman Mission Systems

In order for NGMS to accommodate a TMC through GovTrip, our E-Gov Travel Service offering, NGMS requires the following:

- Transfer of TMC's preferred passenger name record format/configuration by completing a NGMS provided worksheet
- Attendance at GovTrip TMC User Orientation
- Successful completion of validation testing of the PNR exchange between TMC and GovTrip
- Completion of an Information Assurance agreement
- A contractual commitment with SLA language and appropriate business rules and arrangements

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